# The Strategic Performance Information Network
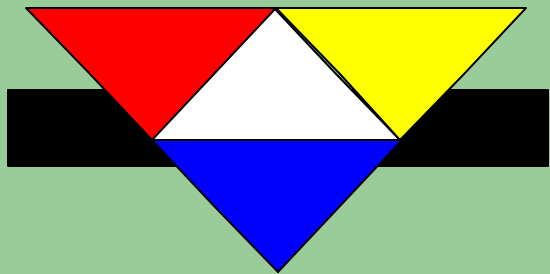
MISSOURI DEPARTMENT OF

MENTAL

HEALTH

Gary Harbison

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Outcomes Evaluation

# SPIN

- Overview
  - Definition of SPIN
  - Purpose
  - Functionality/Users
    - Administrator
    - Editor
    - Reader
  - Development Roles and Responsibilities
    - Outcomes Evaluation
    - OIS
  - Demonstration
  - Questions
  - Next Steps
  - Final Thoughts

# What is SPIN?

- SPIN is an Intranet tool used to assist the Department in defining, collecting and tracking strategic **measures**

- Accessed by all Central Office DMH Employees through DMH-Online

# Why SPIN?

- To track Department progress in accomplishing Strategic Plan goals.
- To support implementation of the Strategic Plan and production of progress reports.
- To provide easy access to strategic performance information for all DMH Central Office employees.
- To provide DMH data experts with a standard, central system to record strategic measures and information about collecting, calculating and reporting measures.
- To provide a record of strategic performance.
- To provide assistance to data reporters.

# Functionality/Users

- Three Levels of Users
  - Readers
  - Editors
  - Administrators

# Readers

- All DMH Central Office
- Reports
  - Percentage of Measures with Data
    - Sort by Fiscal Year
    - Department
    - Division or Office
  - Division/Office Details
    - Number of Measures Assigned
    - Number/Percent with Data
    - Outcomes/Objectives
    - Measure
    - Responsible Person
    - Data Available

# Readers

- Strategic Plan Outline
  - Outcomes/Measures
  - Objectives/Measures
  - Measure Detail
    - Strategic Performance Measure Work Plan
      - Responsible Person
      - Responsible Division
      - Team Members
      - Operational Definition of Measure
      - Data Source
      - Action Steps
      - Measurements: Projected/Actual
      - Notes on Resources, etc.

# Editors

- Editors Assigned by Administrators
- Enter Measures
- Create Association of Measures with Outcomes or Objectives
- Enter All Details of Strategic Performance Measurement Work Plan
- Update Measures

# Administrators

- Assignment of Editors
- Enter Outcomes and Objectives
- Create Association Between Outcomes and Objectives

# Development Roles and Responsibilities

- Outcomes Evaluation
  - Collaboration with OIS
    - Project Plan
    - Monitoring Development
      - Testing
    - Feedback at Critical Points
    - Clarification and Confirmation
  - Provide Training for Editors on Use of SPIN
    - Limited Number of Editors
  - Monitor System Operation
  - Make Department Aware of SPIN
    - Tool
    - Resource

# Development Roles and Responsibilities

- OIS
  - Wrote Application
  - Deployment
  - Troubleshooting
  - Help Desk
  - Modification
  - Database Maintenance
  - Data Model
    - Flexibility
    - Broad Applicability

# Demonstration

- System Walk Through

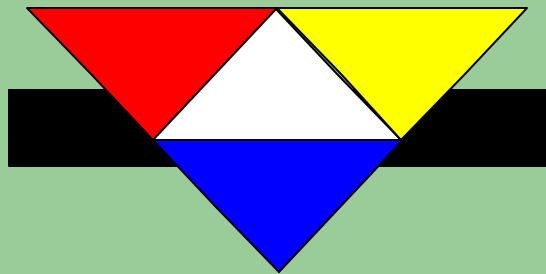# Questions

# Next Steps

- Budget Measures
  - Measures Used in Multiple Areas
- Other Measures

# SPIN

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**MENTAL HEALTH**

Technology is not the hard part. The hard part is what has to be done to take advantage of the technology.
Louis Gerstner, CEO of IBM